

14 Phases of Incident Management

Introduction

The 14 phases of incident management (next page) is a model that was developed to assist 520 Incident Management Teams with successfully negotiating the final simulation. The concept is derived from real world experiences from seasoned Type 1 Incident Commanders. Think of it as an incident evolutionary process rather than a check list. At times some of the phases may merge or run together. That's ok. Use it as guideline to keep your team on track, methodical and strategic.

The fundamental premise of the model is to figure out what is going on (situational awareness), what your priorities are (strategic assessment), and based on those develop incident objectives, strategies and tactics. This is a continual process that identifies current and anticipated events, leading to the development and implementation of response actions that have a high probability of success, that are evaluated against identified objectives, and that are consistent with current and forecasted conditions.

The model was first introduced to the 2007 520 class, and has received positive feedback from each class since. It is updated on an annual basis by members of the 520 Steering Committee. If adhered to correctly it will go a long way in helping your team through the simulations.

14 Phases of Incident Management

The following fourteen phases of incident management are sequential in nature and are indicative of a strategic approach to incident management. They should also serve as the foundation for successful teams in the simulations.

1. Establish Situational Awareness:

- Foundation of Strategic Assessment. Must be maintained throughout the incident
- Initial Mechanisms; Briefings (AA, Outgoing Incident Organization,); Incident Documents (Transfer of Command Plan, WFDSS, Delegation of Authority, 209, 201), Recon, Personal Discussions.

2. Perform Strategic Assessment:

- Like Situational Awareness, Strategic Assessment must be maintained throughout the incident.
- Status of the incident? Locally, regionally, nationally?
- What are the current incident objectives? What kinds of strategies have they resulted in? Has the tactical implementation of the strategies been successful?
- Are they viable from both a socio/political and operational perspective? Input from host unit to help determine/compare to WFDSS, & Delegation.
- What are the immediate and long range physical threats and consequences?
- Who are the “externals” who will be impacted by this incident?
- What are their issues?
- How might externals affect incident objectives and strategies?
- What will success look like to these externals?
- What internal issues are identified or predicted?

3. Execute a Transfer of Command

- Ensure the Team is prepared
- Receive Delegation of Authority

4. Develop Incident Objectives:

- Write objectives based on phases one and two above. These are dynamic, should be updated on a daily basis. They must be obtainable and measurable. These will be the basis for the strategies.
- Ensure the Administrator supports the objectives.

5. Develop Incident Strategies:

- Should include both an internal incident management and socio/political perspective
- Will identify areas of incomplete information that require immediate resolution.
- Ensure that C&G has input into the development of the initial strategies and subsequent revisions.
- Ensure that the Administrator supports the strategies.
- Strategies must be directly linked to incident objectives.

6. Identify Critical Initial Tasks:

- Who is responsible and when does it need to be done.
- Can the tasks be accomplished in the allotted time?

14 Phases of Incident Management

7. Establish General Operating Procedures (Incident Rhythm):

- Planning Cycle
- Meeting Schedule, Internal and External
- Agency Administrator Briefings
- Media Briefings
- Public Meetings

8. Implement Strategies to Meet Objectives Through Safe, Efficient and Effective Tactics:

- Tactics must be directly linked to incident strategies.
- IAP is the primary mechanism to disseminate tactical directives.

9. Maintain Situational Awareness:

- To include but not limited to operational effectiveness, environmental changes, Agency Administrator concerns, stakeholder/cooperator issues, public opinion/media interest, resource status (fatigue, morale, availability, effectiveness) and external organizations (GMAC, NMAC, AC) issues and priorities.

10. Reassess objectives>strategies>tactics based on current situational awareness:

- Adjust as appropriate
- Ensure the IMT understands and supports the incident evolution.
- Keep the Agency Administrator/s informed (WDSS Revalidation)

11. Adjust as necessary the General Operating Procedures (incident rhythm) to the incident evolution.

12. Anticipate logistical needs in support of incident evolution and initiate action in appropriate timeframes.

13. Prepare incident organization, agency administrator/s, cooperators, and stakeholders for either a transition, i.e. moving from uncontained to contained, perimeter control to point protection, contained to securing fire-line and rehabilitation, and/or a transfer of command. This is a result of incident evolution:

- Decision points for this stage of incident evolution may be the number of days your team has been assigned, meeting incident objectives, or complexity of incident has significantly increased or decreased.
- Agency Administrator/s is the deciding official for the IMTs recommendation on the course of action for the transfer of command.

14. Execute a Transfer of Command:

- Will almost always require a written plan (national template for Type 1 Teams).
- The schedule should include team meeting, team evaluation, and agency closeout.
- Receive a Release from the Delegation of Authority.